

## KC BizCare – Business Customer Service Center

**DATE:** June 22, 2012

**TO:** Richard Usher, Assistant to the City Manager

**FROM**: John Pajor, KC BizCare

**SUBJECT:** Monthly Report – May 2012

We had 169 new clients in May. 81% of those customers requested a zoning clearance so they could purchase a business license. We sent out 50 e-mails with follow-up information and made a total of 486 referrals.

Staff had 11 resource partner interactions which included the events listed below:

May 3	Google Fiber at Kauffman
May 8	White House Urban Economic Summit at Kauffman
May 9	Rockhurst student presentation on West Bottoms redevelopment
May 25	Maincor Economic Development Committee
May 29	Business Process Management Team
May 30	Justine Petersen event at KCMO CDE

Even though the formal work of the Small Business Committee concluded last December the City Council has continued to take testimony from small businesses owners and resource partners who are working to foster a business friendly environment in Kansas City. I have listed the topics and dates when they were held. All of these presentations can be viewed through the video on demand function on the City Clerks web page.

April 5	Nick Grunauer, Grunauer Austrian Restaurant
April 12	Robbie Mackinen, Jackson County Economic Development Coordinator
April 19	Rudy Gonzalez, Cowtown Couriers
May 3	Gabe Okafor, Alpha Energy and Electric
May 10	Tom Trabon, Business Expansion Support Team (KC Best)
May 31	Terry Rogers, Take Two Productions

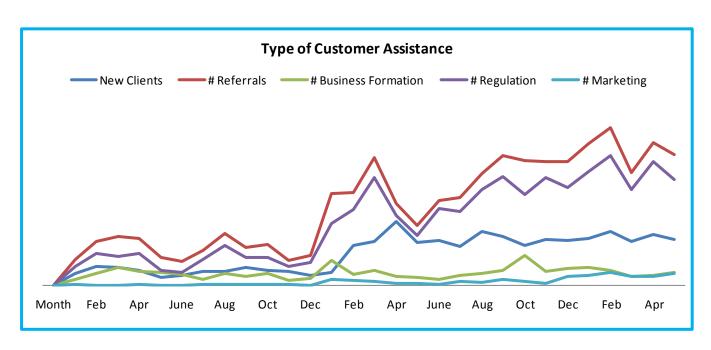
Referrals to City, State, Federal Departments & Resource Partners	s - May 2012	# of
Entity	Type of Referral	Referrals
City Departments		
Finance - Accounts Division	Regulatory	1
Finance - Business Licensing	Regulatory	111
General Services - Procurement	Business Formation	1
Health - Food Protection	Regulatory	8
Human Relations - M/WBE Program	Business Formation	2
KC BizCare	Business Formation	5
Mayor and City Council	Business Formation	1
Neighborhood & Community Services - Rental Registration Program	Regulatory	1
Neighborhood & Community Services - Regulated Industries	Regulatory	1
Planning & Development - Building Codes	Regulatory	8
Planning & Development - Contractor Licensing	Regulatory	1
Planning & Development - Development Assistance Team	Regulatory	1
Planning & Development - Development Management	Regulatory	6
Planning & Development - Home-based Business, IB # 117	Regulatory	62
Planning & Development - Permits Division	Regulatory	10
Planning & Development - Zoning Clearance	Regulatory	137
State Departments		
Missouri Department of Health - Child Care Licensing	Regulatory	1
Missouri Dept of Revenue	Regulatory	10
Missouri Office of Equal Opportunity	Regulatory	1
Missouri Secretary of State	Regulatory	23
Federal Departments & Agencies		
IRS Small Business & Taxpayer Information	Regulatory	10
Resource Partners		
City of Gladstone - Business Licensing	Regulatory	1
Entrepreneurial Legal Services Clinic - UMKC	Business Formation	13
Farm to Table Kitchen - City Market	Business Formation	4
Google - Get Your Business Online	Business Form/Marketing	14
Greater Kansas City Chamber of Commerce	Business Form/Marketing	1
H & R Block Business and Career Center	Business Formation	3
Hispanic Chamber of Commerce of Kansas City	Business Form/Marketing	2
Hispanic Economic Development Corporation	Business Form/Marketing	4
Independence Regional Ennovation Center	Business Formation	4
Internet Webpage Information	Business Form/Marketing	2
Justine Petersen Micro-lending Program	Business Formation	6
Kansas City Volunteer Lawyers & Accountants for the Arts	Business Formation	1
KC Artist Link	Business Formation	1
KCSourceLink	Business Form/Marketing	7
Northeast Kansas City Chamber of Commerce	Business Form/Marketing	2
Parkville Chamber of Commerce	Business Form/Marketing	1
Planet Reuse	Business Formation	1
Platte County Economic Development Council	Business Form/Marketing	1

Referrals to City, State, Federal Departments & Resource P	Partners - May 2012, continued	# of
Entity	Type of Referral	Referrals
ReStore	<b>Business Formation</b>	1
SCORE of Kansas City	<b>Business Formation</b>	3
South Kansas City Chamber of Commerce	Business Form/Marketing	2
Southtown Brookside Waldo Council	Business Form/Marketing	7
The Women's Business Center	<b>Business Formation</b>	3
Unified Government of Wyandotte County/Kansas City	Regulatory	1
Total Referrals:		486

Networking Contacts	May 2012
Entity	Date
Mayor and City Council	5/1/2012
Kauffman Foundation	5/8/2012
Kauffman Foundation	5/8/2012
Rockhurst University	5/9/2012
Mayor and City Council	5/10/2012
KCMO Human Resources	5/17/2012
KCMO Board of Zoning Adjustment	5/22/2012
KCMO Planning, Zoning & EDC Committee	5/23/2012
MainCor	5/25/2012
KCMO Business Process Management Team	5/29/2012
Justine Petersen Micro-Lending Program	5/31/2012

Month	New Clients	First Time in Business	%	Home-based Business	%
August	200	22	11.0%	77	38.5%
September	180	56	31.1%	56	31.1%
October	148	40	27.0%	47	31.8%
November	170	45	26.5%	45	26.5%
December	166	48	28.9%	41	24.7%
January	175	59	33.7%	55	31.4%
February	201	86	42.8%	72	35.8%
March	161	72	44.7%	61	37.9%
April	189	87	46.0%	70	37.0%
May	169	81	47.9%	62	36.7%
	1759	596	33.9%	586	33.3%





Active Clients June 2009 - Dec 2010	471	542	608	664	695	732	783	850	905	955	993	1041
Month of 2010	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	95	162	181	174	102	89	131	193	142	150	94	111
Number assisted with business formation	23	43	66	52	47	39	22	44	34	43	20	26
Number assisted with regulatory/licensing	69	118	109	118	54	49	96	147	105	103	72	84
Number assisted with marketing	3	1	1	4	1	1	4	2	3	4	2	1
% of w alk-ins assisted w ithin 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Number of networking events	9	9	3	8	6	5	5	5	6	7	7	4
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients June 2009 - Dec 2011	1189	1351	1586	1744	1871	2022	2117	2317	2497	2645	2815	2981
Month of 2011	Jan	Feb	Mar	Apr	May	June	July	Aug	Sep	Oct	Nov	Dec
Number of referrals	341	345	472	302	222	313	324	413	481	462	460	460
Number assisted with business formation	92	40	57	35	31	22	38	46	57	111	52	61
Number assisted with regulatory/licensing	231	283	401	259	185	286	273	355	402	290	401	364
Number assisted with marketing	22	18	14	8	6	5	13	12	22	14	7	35
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
% of clients follow -up within 3 weeks	N/A	100%	100%									
Number of networking events	7	4	9	2	6	7	9	13	9	10	13	10
Average satisfaction rate YTD	10	10	10	10	10	10	10	10	10	10	10	10

Active Clients June 2009 - YTD	3156	3357	3518	3707	3876
Month of 2012	Jan	Feb	Mar	Apr	May
Number of referrals	524	586	419	531	486
Number assisted with business formation	66	57	33	38	49
Number assisted with regulatory/licensing	421	483	354	459	394
Number assisted with marketing	37	47	32	34	43
% of walk-ins assisted within 10 minutes	100%	100%	100%	100%	100%
% of emails/voicemails within 4 hours	100%	100%	100%	100%	100%
% of clients follow-up within 3 weeks	N/A	N/A	N/A	N/A	N/A
Number of networking events	4	20	18	8	8
Average satisfaction rate YTD	10	10	10	10	10

This is how the data breaks out by industry,	usiness activity:		
2011 Business Customers by NAICS Code			
Primary business activity:	#	%	
Agriculture, forestry, fishing	3	0.1%	
Mining	2	0.1%	
Utilities	2	0.1%	
Construction and trades	241	12.0%	
Manufacturing	78	3.9%	
Wholesale trade	60	3.0%	
Motor vehicle parts & dealers	121	6.0%	
Retail trade/including electronic shopping	330	16.5%	
Transportation/warehousing	56	2.8%	
Information/communication	27	1.3%	
Finance/insurance	38	1.9%	
Real estate/ rental leasing	54	2.7%	
Professional/scientific/technical services	169	8.4%	
Administrative support / waste manageme	services 210	10.5%	
Educational services	20	1.0%	
Healthcare and social assistance	70	3.5%	
Arts, entertainment, or recreation	79	3.9%	
Accomodations or food service	167	8.3%	
Other services, including repair and person	services 254	12.7%	
Religious, grant making, civic organizations	20	1.0%	
Total:	2001	100.0%	

- Agriculture, forestry, fishing
- Mining
- Utilities
- Construction and trades
- Manufacturing
- Wholesale trade
- Motor vehicle parts & dealers
- Retail trade/including electronic shopping
- Transportation/warehousing
- Information/communication
- Finance/insurance
- Real estate/ rental leasing
- Professional/scientific/technical services
- Administrative support / waste management services
- Educational services
- Healthcare and social assistance
- Arts, entertainment, or recreation
- Accomodations or food service
- Other services, including repair and personal services
- Religious, grant making, civic organizations

